

MEDEN MEDICAL SERVICES  
PATIENT FOCUS GROUP  
Minutes of meeting held  
Wednesday, 16<sup>th</sup> January 2013, 4.30pm  
At Meden Vale Medical Centre

Present: 12 existing members and seven new members

Apologies for absence: 5 apologies were received

Minuting Secretary: Moira Heslop

**Note: All items discussed at meetings are confidential unless otherwise stated at time of discussion**

1. Chair opened meeting by welcoming members both old and new.
2. Minutes of meeting held 14<sup>th</sup> November read and agreed
3. Matters Arising:
  - Open Day – Chair gave brief overview of concept of annual Open Day for benefit of new members
  - Staffing – Dr El-Salamani left end of December. Interviews for replacement held with consideration being given to candidate to start beginning of March on a part-time basis (two days per week for six months increasing to three days per week thereafter). Talks ongoing with another candidate.

Dr McCormick now working three days per week instead of two. .

Marcia Daws, Nurse Practitioner, now employed to complement nursing staff; she is experienced across a wide range of areas. Both Nurse Practitioners will be working across both sites in future.

- Locums being employed on a regular basis at present until new GP employed

- Care Quality Commission (CQC): Alterations and improvements now complete at Meden Vale surgery at a cost of approximately £30,000, 70% of which is being funded by PCT, rest to be found from practice budget. Improvements mean we are now compliant with regulations laid down by CQC.

It was pointed out however that the sockets in the waiting area had no covers

**ACTION:** JJ to look at

- Patient Group Notice board: Now in place in waiting area at Meden Vale, available for group to promote events, health information etc.
  - Cascade system: To be discussed at next meeting
4. Patient Survey: Carried out and results analysed as per paperwork herewith. General discussion ensued with points being addressed as follows:
- Is there a national standard to compare results to?
  - Continuity of care – JJ explained if GP wanted to review a patient they use the ‘slip system’ - GP gives the patient a slip to take to reception so that a follow up appointment be made either specifically with that GP or, alternatively, if it was felt the problem could be reviewed by any GP a slip was given asking receptionist to book patient in with any GP/clinician for follow up.
  - Duty Doctor: Magnetic notice board on order for both Meden Vale and Warsop showing which staff are on duty and at which site each day
  - Appointment system explained to group – JJ happy for group members to test the system to see what they were offered by way of an appointment and to feedback at next meeting to highlight any problems/improvements that could be made.
  - Early morning clinics are held three mornings per week and are pre-bookable.
  - One appointment, one problem – patients can ask for a double appointment if they have more than one problem to discuss. GPs do invariably deal with more than one problem, time permitting.
- ACTION: Revamp appointment system information leaflets, to be displayed in reception**

- High incidence of chronic disease management - Clinicians try to link procedures re bloods/spirometry, blood pressure etc so they are dealt with in one appointment where possible
- Greater emphasis on preventative medicine now than in the past
- JJ outlined a GP's typical day, from seeing patients, prescriptions, messages, referrals, pathology results etc. highlighting the changes the practice has faced in the last few years from services provided and staffing levels required to carry out that work.
- Funding: Patient list is currently around 6,200 with no extra funding for another full time GP. Our GPs care about patients and want to provide best service they can.
- Training: PCT pay for some training, most paid for by practice. Staff attend monthly training events either specific to the practice or in more general terms with other practices.
- Duty Doctor will now alternate between Meden Vale and Warsop surgeries. Duty Doctor in control of their appointments/how they run their day depending upon what else is going on in surgery, i.e. visits, etc.
- Negative comments highlighted on survey: Agreed list looked horrendous but can be broken down into categories – patient comments shown in full. Patients are encouraged to use the suggestion box, speak to reception or Practice Manager as appropriate.
- Patient Liaison Manager (Julie Andrews): encouraging promotion of Patient Group websites. JB has asked that she look into providing resources.
- Citizen's Reference Panel Representative: Peter Sutcliffe attended meeting on 5<sup>th</sup> September, explaining his role in liaising with various patient groups. He has been asked to feedback to the group on a regular basis.

**ACTION: Group asked that a GP attend next meeting**

5. Any Other Business:

- Mansfield & Ashfield Clinical Commissioning Group Open Meetings – Two members of group attended meeting on 7<sup>th</sup> January to voice their concerns that services/funding seemed to be concentrated on the Ashfield area and not Warsop/Meden Vale. They have asked for answers to the issues raised and will feedback to the group at the next meeting.

- JB wished to express her immense gratitude to the NHS following her recent bout of ill health; all involved in her care were professional and caring. She asked that her thanks be Minuted.
- Healthwatch Nottinghamshire: Chair sought to lead this group. Anyone interested to contact as per attached information sheet.
- Carers Breaks: Leaflet outlining PCT funding for Carers Breaks handed to group.
- Brought to attention of practice that PCT office at Warsop had directed a patient to Riverbank when enquiring about registering with a GP practice instead of being given the choice of whom to register with. It was felt PCT should be giving Practice Booklet out allowing an informed choice to be made.
- CO monitors. Funding is still available for anyone wanting a carbon dioxide monitor. Application forms available at reception.
- Patient Newsletter – latest edition published.

Date of next meeting: To be arranged